VISN 2 My Health*e*Vet Implementation Plan Strategies ♦ January 2006
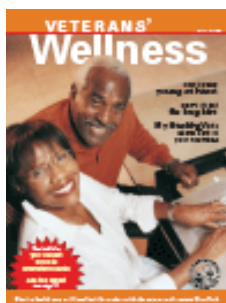
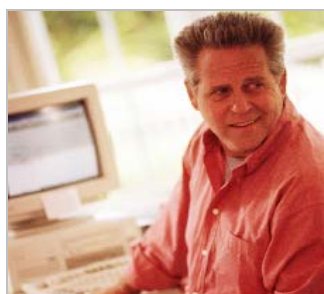| Marketing and Communication	Patient Internet Access at Medical Centers	Program Expansion to CBOCs	Education/Training for Clinical Staff
Collaborating with the Network Communications Committee to utilize a Cascade Communications Kit to support a comprehensive and strategic approach to marketing and communication to all stakeholders.	Creating and supporting a Planetree-friendly onsite internet access room at each facility to ensure that all veterans have equitable access to online resources, including My Health*e*Vet and the VISN 2 website.	Developing a collaborative plan of action to provide access to eHealth programs and services at CBOCs.	Developing a case study based training curriculum to engage front line clinicians on My Health*e*Vet and its features.
Goal: Successful implementation for all phases of My Health*e*Vet	Goal: Patient Health Information Centers at each Medical Center to ensure access to information, tools and resources.	Goal: offer on site access to My HealtheVet for high volume clinics and rural areas.	Goal: Enhance awareness of My HealtheVet and engage care providers in partnering with patients to use tools
Monitor: number of registered users	Monitor: availability at each site	Monitor: availability at CBOCs	Monitor: number of training sessions offered, number of clinicians who receive training

Vision: The VISN 2 eHealth Program focuses on the use of technology to enhance the delivery of healthcare services.

- Improved **Quality**: the informed, activated patient in a partnership with the provider, informed decision-making, health and wellness promotion
- Improved **Veteran Satisfaction**: our patients want these types of services and will seek them out, efficiency, convenience, and ease of access to services
- Improved **Access**: rethinking access as more then bricks and mortar, secure clinical messaging reducing unnecessary office visits, case management
- Improved **Patient Growth**: electronic interactivity and services offer a competitive advantage, services (or lack) will influence the health care consumer

Structure: The Office of eHealth is responsible for strategic planning and project management in leading and coordinating network-wide eHealth Initiatives. The Network 2 eHealth Council provides strategic direction and guidance using a multidisciplinary team of subject matter experts in order to identify and address the myriad complex issues associated with eHealth initiatives. A local eHealth Team at each Medical Center is responsible for operationalizing initiatives, and aligning implementation with clinical and business processes.